



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

VETERANS SERVICES REPRESENTATIVE
SENIOR VETERAN SERVICES REPRESENTATIVE

Class No. 002353
Class No. 002342

■ CLASSIFICATION PURPOSE

To counsel, advise and provide advocacy to veterans and their dependents on federal, state and local veterans benefits and rights to which they are entitled by law; to prepare and transmit claims to the Department of Veterans Affairs; to maintain caseloads; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

These classes are located in the Veterans Services Office of the Health and Human Services Agency (HHS), and report to the Veteran Service Officer. The Veterans Services Office provides advocacy and representation services to the County's veteran population, advising veterans and their dependents of their rights and the benefits to which they are entitled to by law.

Veterans Services Representative:

This is the journey-level class in the series. Under general supervision, Veterans Services Representatives perform the broad range of advocacy/ representation duties. This class differs from the next higher class Senior Veteran Services Representative in that the latter is a lead level class.

Senior Veteran Services Representative:

This is the lead-level class in the series. Senior Veteran Services Representatives maintain the most complex cases. This class differs from the next higher class, Veteran Service Officer, in that the latter provides administrative direction over the Veterans Services Office.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Veterans Services Representative:

Essential Functions:

1. Conducts interviews with veterans and their dependents to determine eligibility and entitlement requirements for federal, state, and local veteran's benefits.
2. Counsels, advises and explains current laws and regulations for federal, state and local veterans benefits to applicants and dependents.
3. Assists applicants in completing necessary forms and documents for veteran's benefits.
4. Explains applicable laws and regulations and assists the applicant in drawing up the necessary documents.
5. Maintains and manages caseloads of average difficulty and prepares reports.
6. Conducts Veterans Service Office seminars for the military Transition Assistance Programs and Retired Activities Office.
7. Maintains direct contact with veterans, their dependents, the Department of Veterans Affairs local office, the California Department of Veterans Affairs local office, and community organizations in order to promote the Veterans Services Office program.
8. Provides courteous high quality service to members of the public by personally responding to requests for service or appropriate referral.

Senior Veteran Services Representative:

Essential Functions:

All the duties listed above and

1. Assists in the daily supervision, training, and guidance over subordinate staff.
2. Maintains and manages caseloads of above average difficulty.
3. Compiles and submits reports to the State Department of Veterans Affairs.
4. Manages the office database application system.
5. Assists the Veteran Service Officer in functional areas such as budgeting, property control, and communications with veterans and community organizations as required.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to both classes:

- Federal, state, and local laws relating to veterans' rights, benefits and obligations (including Title 38 U.S. Code, 38 Code of Federal Regulations, and California Department of Veterans Affairs procedures for Subvention, Medi-Cal Cost Avoidance and the College Fee Waiver Program).
- Veterans' programs administered by federal and state governments.
- The types of benefits to which veterans and their dependents are entitled.
- Community resources available to veterans.
- Interviewing and investigative techniques.
- Counseling and guidance principles and practices.
- Report writing principles and techniques.
- Principles of Public Administration.
- Telephone office, and online etiquette.
- County customer service objectives and strategies.

Senior Veteran Services Representative: (in addition to the above):

- Principles and methods of supervision and training.
- Database management.
- The General Management System in principle and in practice.

Skills and Abilities to:

The following apply to both classes:

- Read, comprehend, and apply appropriate laws, rules and regulations.
- Organize and maintain complex caseloads.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact and diplomacy.
- Effectively interact with the public, county personnel and other public or private agencies to facilitate the preparation and transmittal of appropriate claims.
- Write clear and concise reports.
- Collect, interpret and analyze data from veteran's database.
- Compute simple to complex mathematical computations.
- Operate modern office equipment and software.
- Treat County employees, representatives of outside agencies and members of the public with respect and courtesy.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Senior Veteran Services Representative (in addition to the above):

- Plan, direct and assign caseloads to subordinate staff.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Veterans Services Representative:

1. A bachelor's degree from an accredited college or university or certified equivalency for foreign studies in counseling, psychology, sociology, public administration, or business administration, **OR**
2. Four (4) years of professional full-time Veterans Services experience with one of the following establishments: U. S. Department of Veterans Affairs, a government veteran's services office, or a nationally chartered organization.

Senior Veteran Services Representative:

1. A bachelor's degree from an accredited college or university or certified equivalency for foreign studies in counseling, psychology, sociology, public administration, or business administration, **AND** three (3) years of professional full-time veterans services experience, one year of which must have been at a lead and/or supervisory level, **OR**
2. Seven (7) years of experience as described above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: April 10, 1987 (Class No. 002353) June 16, 1987 (Class No. 002342)

Revised: July 3, 2000

Reviewed: Spring, 2003

Reviewed: Spring, 2004

Revised: July 13, 2006

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